

PROBLEM SOLVING REPORT

Safety	Recordable?	Y / N	Quality	Delivery	Cost	Other	Department/Area: _____
	Lost Time?	Y / N					Owner(s): _____

Problem Description: <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	Point Of Cause: (Walk the process back to where the problem first occurs) <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
Standard: _____ <div style="text-align: center; font-size: 2em; color: yellow; margin: 10px 0;"> </div> Gap: _____ Actual: _____	

Use the following questions to drive thinking around causes

1) Is there a Standard? (Work, Job Instruction, etc)	Y	N	2) Standard is followed? (Seq,What,How,Why)	Y	N
3) Have all effected personnel been trained?			4) Is there any Error Proofing?		

5 Why Analysis ?
 Root Cause Analysis: In First Why write down the Most Probable cause (Use additional sheets as needed)

Why ? _____

Why ? _____

Why? _____

Why? _____

Why? _____

Root Cause : _____

Intermediate Action Plan:	Who	Due Date	Status	Break Point
			⊕	Start: Finish:
			⊕	Start: Finish:
Long Term Countermeasure (Prevent)	Who	Due Date	Status	Break Point
			⊕	Start: Finish:
			⊕	Start: Finish:

Problem Identified	Countermeasure Proposed	CM Agreed on	Problem Solved
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Verification & Resolution Questions:

1) Has Problem Reoccurred ?	Y	N	N/A
2) Has Standardized work & Job Instructions being updated ?			
3) Has the results/ Changes communicated to all affected Team Members?			

Issue Resolved Satisfactory?

Date Closed : _____